

#6

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT : PFIFFNER, Kimberly Ann, et al.
SERIAL NO : 09/918,091
FILED : July 30, 2001
TITLE : METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE
CUSTOMER CONTACT MANAGEMENT

Grp./A.U. : 2152
Examiner : Wan Laymon
Conf. No. : 2045
Docket No. : P04763US0

FAX RECEIVED

JUN - 7 2002

PETITIONS OFFICE

RENEW OF PETITION UNDER 37 CFR 1.47(a)

Assistant Commissioner for Patents
Attn: Wan Laymon
Washington, D.C. 20231

Dear Assistant Commissioner:

In response to Paper No. 5 of the above-entitled application, enclosed are the newly signed Supplemental Declarations setting forth the citizenship of all inventors. the Applicants therefore renew the above-entitled petition and respectfully request that the petition be granted.

Reconsideration and allowance is respectfully requested.

CERTIFICATE OF MAILING/TRANSMISSION (37 CFR 1.8(a))

I hereby certify that this correspondence is, on the date shown below, being:

MAILING

☐ deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

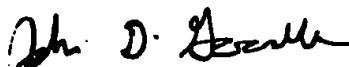
FACSIMILE

☒ transmitted by facsimile to the Patent and Trademark Office, Art Unit. 2152 to Examiner Wan Laymon at Fax No. (703) 308-6916.

Date:

June 7, 2002

Signature



Respectfully submitted,

John D. Goodhue

JOHN D GOODHUE, Reg. No. 47,603
McKEE, VOORHEES & SEASE, P.L.C.
801 Grand Avenue, Suite 3200
Des Moines, Iowa 50309-2721
Phone No. (515) 288-3667
Fax No. (515) 288-1338
CUSTOMER NO: 22885

Attorneys of Record

- bja -

Facsimile Cover Sheet

To: Patent Examiner Wan Laymon
Company: Patent and Trademark Office
Art Unit 2152
Phone: 703-306-5685
Fax: 703-308-6916

From: John D. Goodhue
Company: McKEE, VOORHEES & SEASE
Phone: 515-288-3667
Fax: 515-288-1338

Date: June 7, 2002
Pages including this
cover page: 8

FAX RECEIVED

JUN - 7 2002

PETITIONS OFFICE

RE: REQUEST FOR RECONSIDERATION OF PETITION FOR:

APPLICANT : PFIFFNER, Kimberly Ann, et al.
SERIAL NO : 09/918,091
FILED : July 30, 2001
TITLE : METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE
CUSTOMER CONTACT MANAGEMENT

Grp./A.U. : 2152
Examiner : Wan Laymon
Conf. No. : 2045
Docket No. : P04763US0

THE DOCUMENTS ACCOMPANYING THIS FACSIMILE TRANSMITTAL COVER SHEET
CONTAIN INFORMATION FROM THE LAW FIRM **McKEE, VOORHEES & SEASE** WHICH MAY
BE CONFIDENTIAL AND/OR LEGALLY PRIVILEGED. THE DOCUMENTS ARE INTENDED
ONLY FOR THE PERSONAL AND CONFIDENTIAL USE OF THE ADDRESSEE IDENTIFIED
ABOVE. IF YOU ARE NOT THE INTENDED RECIPIENT OR AN AGENT RESPONSIBLE FOR
DELIVERING THESE DOCUMENTS TO THE INTENDED RECIPIENT, YOU ARE HEREBY
NOTIFIED THAT ANY REVIEW, DISCLOSURE, COPYING, DISTRIBUTION OR THE TAKING
OF ANY ACTION IN RELIANCE ON THE CONTENTS OF THIS TRANSMITTED INFORMATION
IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS FACSIMILE IN ERROR, PLEASE
IMMEDIATELY NOTIFY THIS FIRM SO THAT WE CAN ARRANGE FOR THE RETURN OF
THE ORIGINAL DOCUMENTS TO US. THANK YOU.

3 308 6916

*** RX REPORT ***

RECEPTION OK

TX/RX NO	6487
CONNECTION TEL	5152881338
CONNECTION ID	MCKEE VOORHEES &
START TIME	06/07(FR)13:50
USAGE TIME	03'20"
PGS.	8
RESULT	OK